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ABSTRACT

This book is a guide to the implementation of Continuous Quality Improvement (CQI) in institutions of higher education. After an introductory chapter, each chapter focuses on one of six steps. The first step to implementing CQI in an institution of higher education is to educate the administration. The second step is for the administration to take a leadership role by making a firm commitment, and the third step is to establish quality awareness throughout the institution by having employees educated in CQI, establishing quality advisory councils and quality improvement teams. The fourth step is measurement of all performances, processes, and procedures followed by standardization of the methods for measuring the cost of quality; the determination of the cost of quality and the cost of non-conformance for all major processes and systems; and graphic display of the results. The fifth step is to define unit, department, and institutional goals based on the data collected and the implementation of corrective action steps by the quality improvement teams. The sixth is to recognize those individuals, teams, and units/departments that have done an outstanding job in identifying problems and in taking corrective action. (Contains 45 references.) (JLS)

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